

# ***ShipsStore*** ***Bulletin***



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## **"TEN HELPFUL HINTS" FOR ROM I SHIPS**

Have you wondered what the successful ships store operations do consistently and on a daily basis? NEXCOM Ships Store Program asked, and identified the following 10 things:

1. **CUSTOMER SERVICE.** They surveyed their crew, conducted sales, properly trained their outlet operators. Conducted daily inspections of personnel and spaces for appearance and general cleanliness. Made sure hours were posted and customers were informed of special events, such as sales and store closings. Ensured that their SH's presented a neat and clean military appearance at all times.
2. **AUDITING.** They audited daily to ensure accuracy of all accountable records, returns, and documents. Enforced high standards of performance, checked quality of work, and assessed productivity. Looked for ways to improve their ships store operation.
3. **MERCHANDISING.** They were not satisfied with the status quo. They were creative and original, challenging themselves and their people to come up with new ideas and unique ways to display, advertise and sell merchandise. Generated shopping interest, changed merchandise around on a monthly basis, and created a themes.
4. **QUALITY ASSURANCE.** They ensured all retail merchandise was accurately priced and spot checked bulk validity. Followed proper receipt inspection procedures, checked for expiration dates, condition of material, and ensured containers were marked with month and year. Checked for proper stowage, segregation and rotation of stock. Ensured ethical procedures were in place and understood by all.
5. **SERVICE ACTIVITIES.** They ensured all logs were properly maintained and equipment was in good working order. Ensured all assigned personnel were properly trained to safely perform their jobs. Ensured that procedures and schedules were posted. Monitored work in progress and checked daily for sanitation and quality of work.

6. **INVENTORY PREPARATION.** They prepared for inventory. Crew members were notified one week in advance of the upcoming inventory by Plan of the Day (POD NOTES). They conducted first and second counts I**A**W **NAVSUP P-487**. They did their prelisting several days in advance to allow for verification by the Ships Store Officer and printed inventory count sheets prior to inventory beginning. All breakouts, expenditures, receipts, and cash collections were up-to-date and posted in ROM prior to conducting the inventory.
7. **STOCK TURN.** They knew what items were selling and what items were not. Reviewed their inventory management report and inventory control record sixty days prior to returning from deployment, to reduced excess stocks. Were very conservative when buying new items for stock and always monitored their emblematic items.
8. **TRAINING.** They held training and monitored the progress. Ensured proper training materials were available for all ships store personnel. Held On the Job Training (OJT), cross trained, and properly rotated personnel every 8 months.
9. **EXTERNAL ASSISTANCE.** They used available resources to provide them assistance in the areas listed below:

**DFAS** - unmatched expenditures, assistance w/returns and monthly transmittals.

**NEXCOM** - Retail and laundry operations, unmatched expenditures, special orders, ROM operational assistance, clinics, pre LMA assistance, shipboard training, excess stock, precommissioning, decommissioning preparations and closeout, assistance w/returns, logistic support when deployed, technical assistance with laundry, dry cleaning and barber equipment, merchandising expert.

**NEXCOM/SPAWARs** - ROM technical assistance.

10. **S-3 SPACES, MATERIAL CONDITION, CLEANLINESS AND RENOVATION.** They ensured there were daily cleaning bills and spaces were inspected daily for cleanliness. Routinely checked the material condition of all S-3 spaces. Had a plan of action to complete material maintenance. Set deadlines for completion of all projects initiated and monitored them continuously until completed. Requested assistance from NEXCOM Fleet Assistance Teams for all projects involving ships stores renovations.